

Enquiries Checklist



1. Thanks
(for getting in contact)



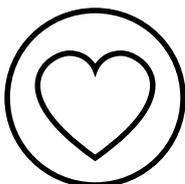
2. Apologies
(if required)



3. Acknowledge
(show you've read their message)



4. Help
(offer a solution or explanation)



5. Personalise
(personalist sign off)

1



Unite
against
COVID-19

2



Unite
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COVID-19

3



Unite
against
COVID-19

4



Unite
against
COVID-19

5



Unite
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COVID-19

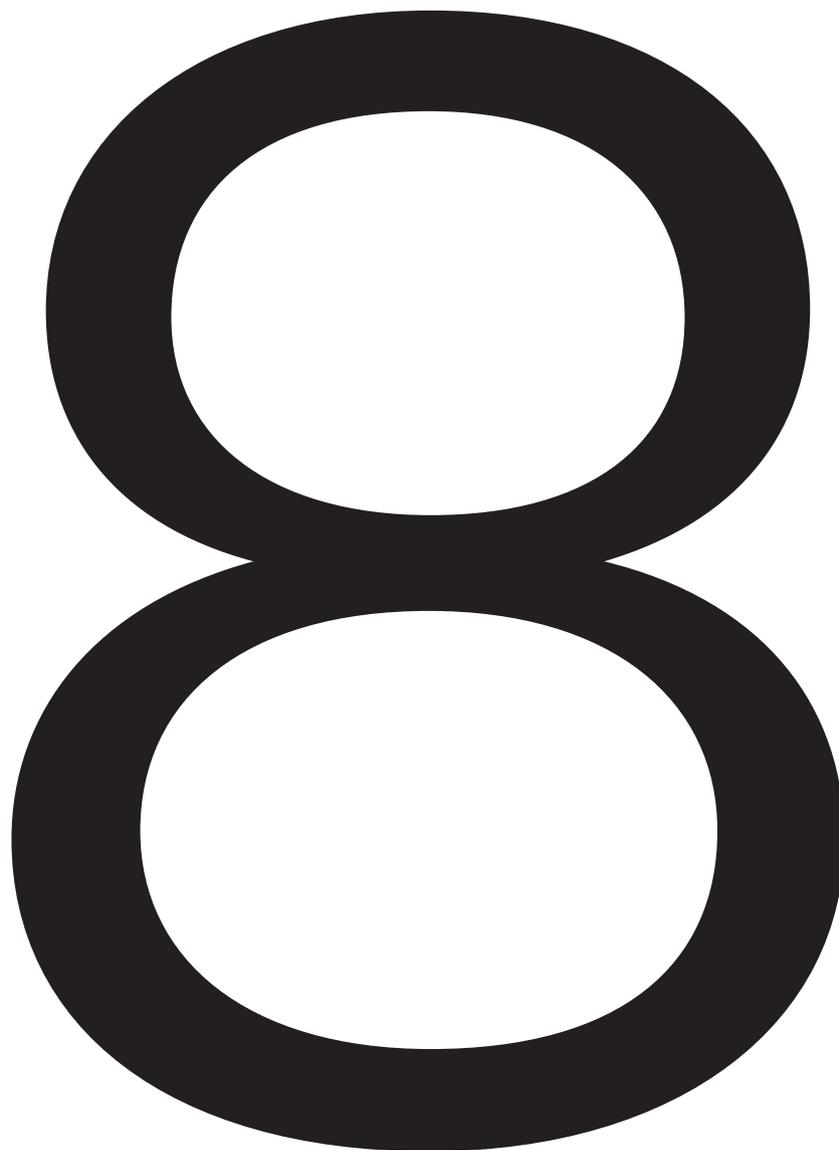
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Unite
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COVID-19



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COVID-19



Unite
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COVID-19



9



Unite
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COVID-19

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Unite
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Unite
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Unite
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13B



Unite
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Unite
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Unite
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Unite
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COVID-19

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Unite
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COVID-19

18



Unite
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COVID-19

19



Unite
against
COVID-19

2020



Unite
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PROUD TO BE Vaccinated



Getting your COVID-19 Vaccine

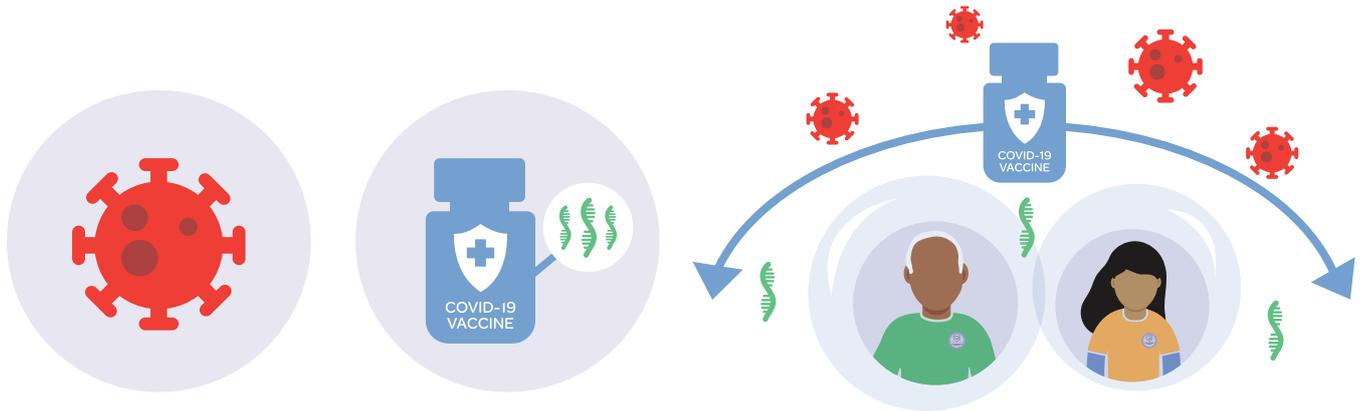


Unite
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COVID-19

Why should I get the COVID vaccine?

COVID-19 is a virus that can make you very sick and spreads easily from person to person.

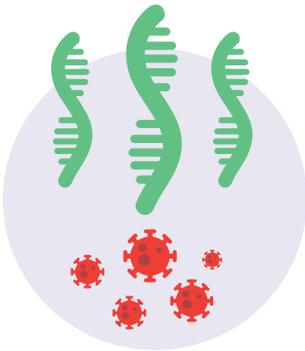
The vaccine reduces your chance of getting sick or dying from COVID-19. It also lowers the risk of passing infection on to others.



What does the vaccine do to my body?

The vaccine teaches your immune system to fight the virus. It cannot give you COVID-19 as it is not a live virus and it can't change your DNA.

The vaccine is free.



Why am I being offered my vaccine before other people?



We are offering the vaccine to you – and anyone experiencing homelessness - to help protect you from the virus.



The staff and volunteers who support you are also being offered the vaccine so they can continue helping you and your street whānau.

Is the vaccine safe?



The vaccine is safe. It has been thoroughly tested and given to millions of people across the world.

What happens when I get a vaccine?



A nurse will first ask you for your name and date of birth and some way to contact you. This information will go on your health record. Your information is private and will not be shared.



You will need to sign a consent form to say you agree to have the vaccine.



The nurse will then inject the vaccine in your arm. After the vaccine is given, you will need to sit for 20 minutes to check you are feeling well, before you leave.



You need to have two doses of the vaccine at least 21 days apart. If you are also getting the flu vaccine, make sure there are at least 2 weeks between having the COVID-19 vaccine and flu vaccine.

What are the side effects?

Like all medicines, the vaccine may cause side effects in some people. These are usually mild and don't last long.

Your arm might feel uncomfortable after you get the vaccine, and you might feel a bit tired. Some people get a headache or feel slightly unwell.



These are all signs that your body's immune system is responding to the vaccine and shows it is working.

You can take paracetamol for your symptoms. If your symptoms get worse or you are worried, call Healthline for free on **0800 611 116** and tell them you have had the COVID-19 vaccine.



I have a health condition. Will this stop me from getting the vaccine?

If you have a health condition, it may be even better to have the vaccine. You may benefit even more from the protection given by the vaccine.

If you have had a bad allergy from a vaccine in the past or are worried about whether the vaccine may affect any health issues you have, you can talk to staff at the Calder Centre or other vaccination site, or call Healthline for free on 0800 611 116.



Where can I get my vaccine?

There are lots of ways you can get your vaccine.

- 1 You can turn up at the **Calder Centre at the Auckland City Mission** on <add dates> between <add times>, where they will vaccinate you.
- 2 If you live in emergency accommodation, a **Vaccination Team will visit your motel or there will be transport available to a Vaccination Centre**. Your case worker or outreach support worker will be able to tell you when the Vaccination Team are visiting, or when the van is going to leave for the Vaccination Centre.
- 3 You can walk into a Vaccination Centre. **The CBD Vaccination Centre is at <add address>**. Ask your provider to give you a card (in discussion) to show that you are eligible for the vaccine.



Where can I find out more information?

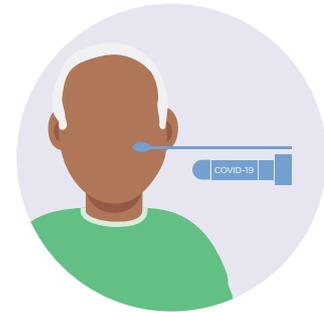
You can talk to your case or outreach worker or talk to staff at the Calder Centre or at The City Mission.

- Peer video, information sessions – dates
- immunisation.northernregion.health.nz



What should I do if there is an outbreak of COVID-19?

Even if you've received the vaccine, it's important everyone still helps each other by stopping the spread of the virus. You should wear a face mask, wash your hands with soap and get a COVID-19 test if you are feeling sick.





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Health Questions

Confirm:



Full Name



Date of Birth



Address



Are you currently well?



Have you been asked to have a COVID-19 test/ swab or are you waiting for the result?



Do you have any COVID-19 symptoms?



Have you had any vaccines in the last 4 weeks?



Have you traveled outside Auckland over the past 14 days?



Are you on any blood thinning medications?



Do you have any bleeding disorders?

Key points to cover

- Ask if they have any questions
- Provide additional consent information tailored to the person's needs
- Communicate possible side effects
- Remind them they need to wait for 20mins after their vaccination
- Give post vaccination information

Written Consent is still required for:

- Border and MIQ workers
- Household contacts of border and MIQ workers
- A person who has had previous severe reaction or anaphylactic reaction to any vaccine
- Anyone with a support person/guardian/
Enduring Power of Attorney

If in doubt please use the written consent form.

COVID-19 Vaccination Centre

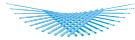
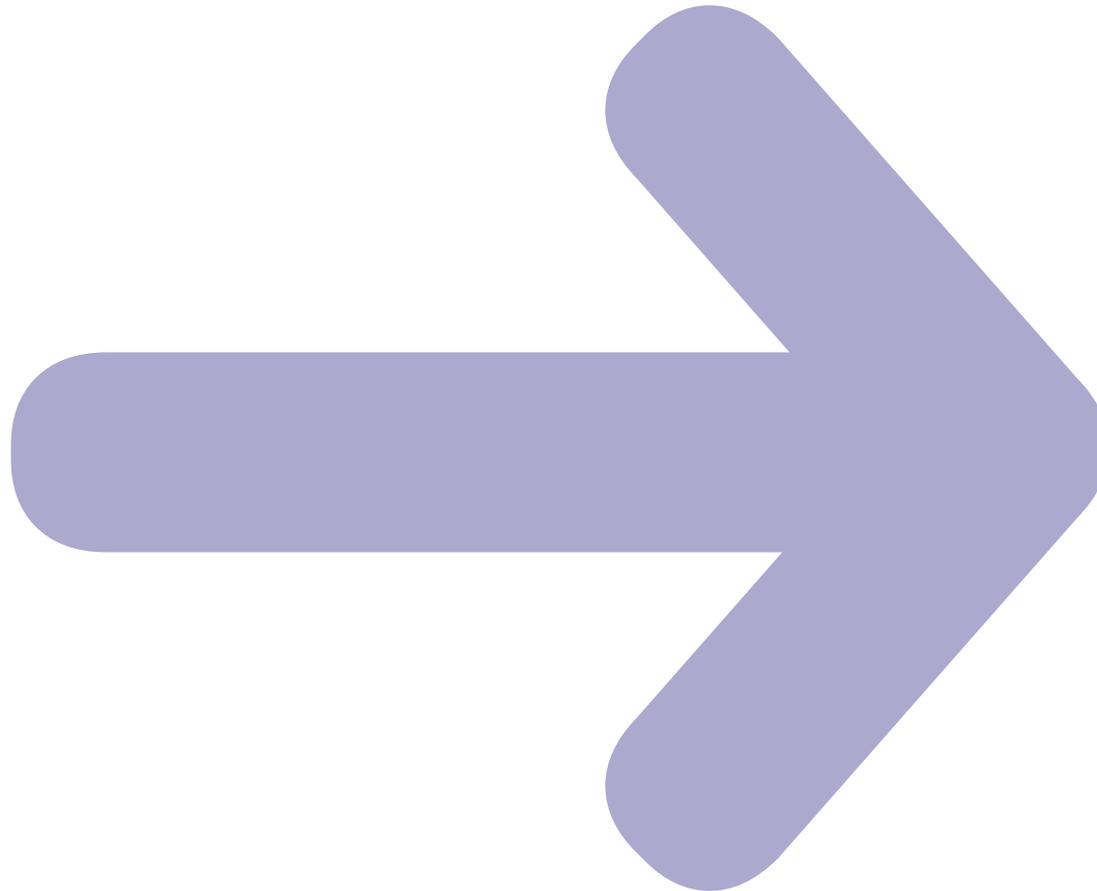
Unite
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COVID-19

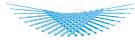
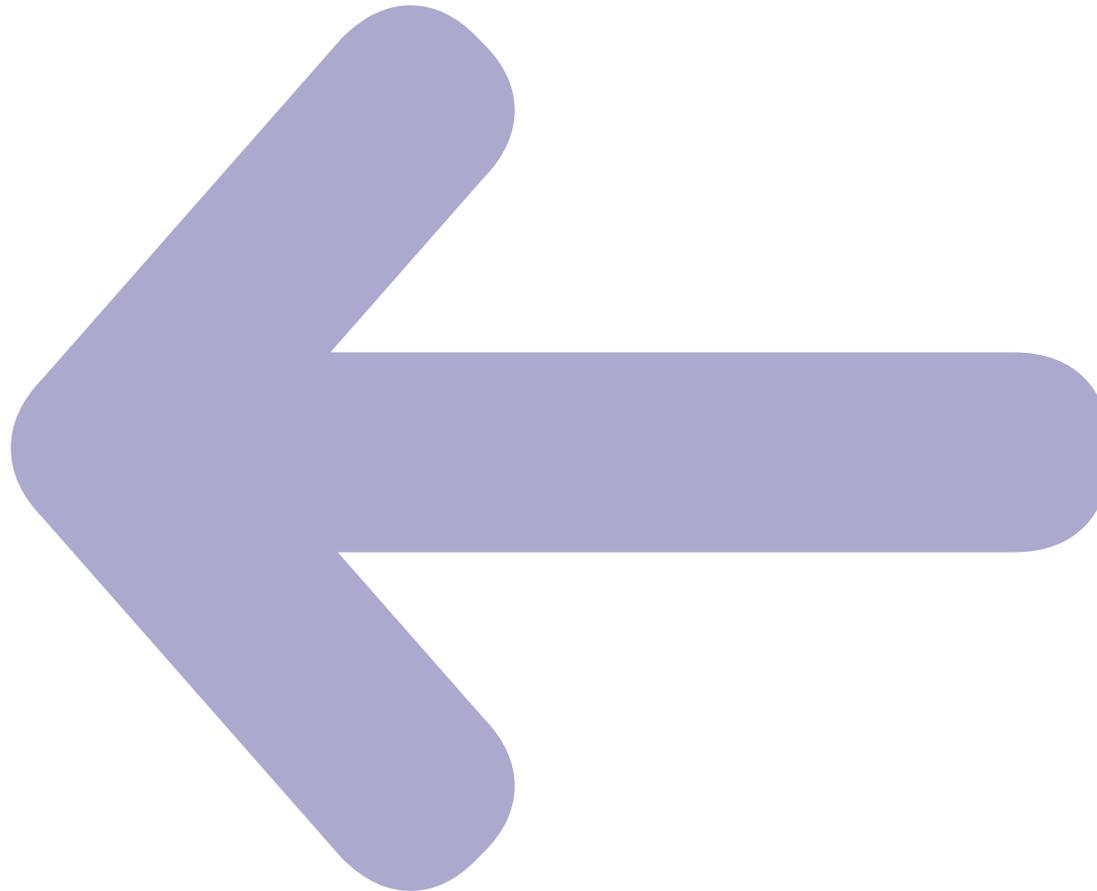
COVID-19 Vaccination Centre

Unite
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COVID-19

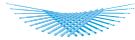
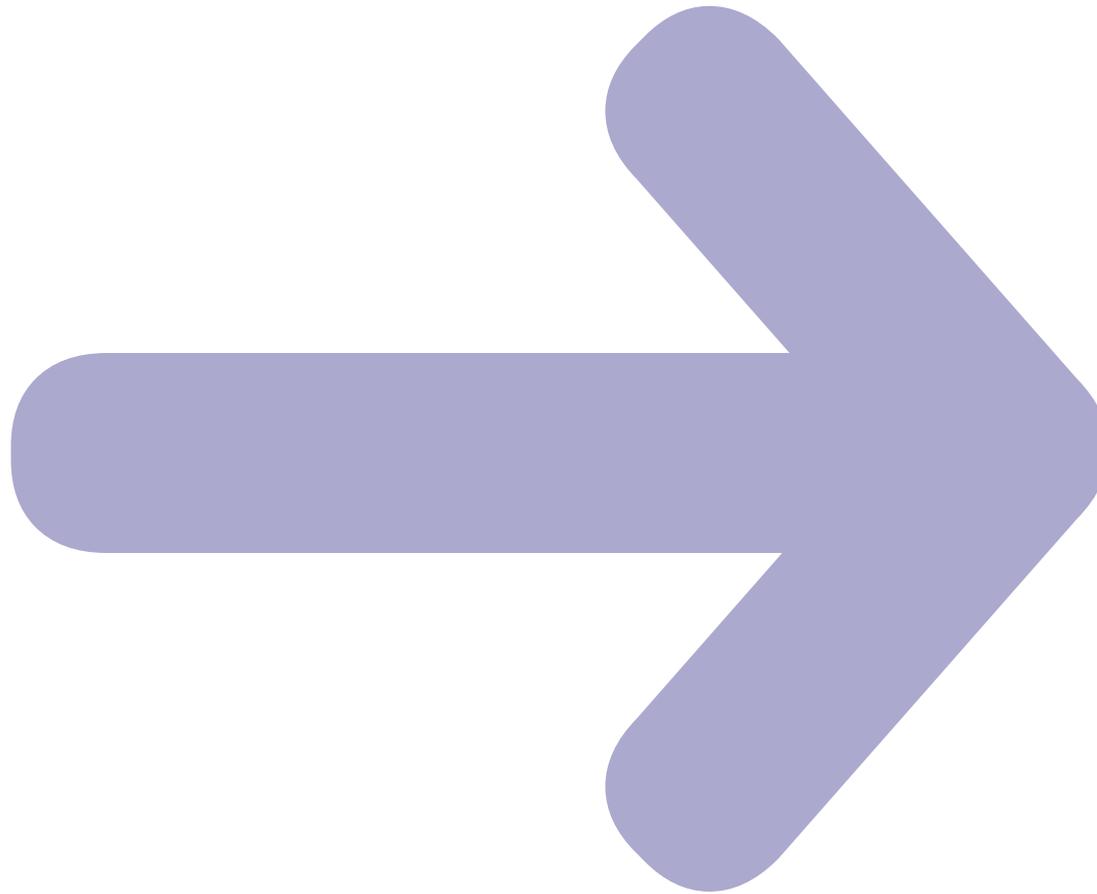
Have a booking



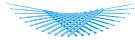
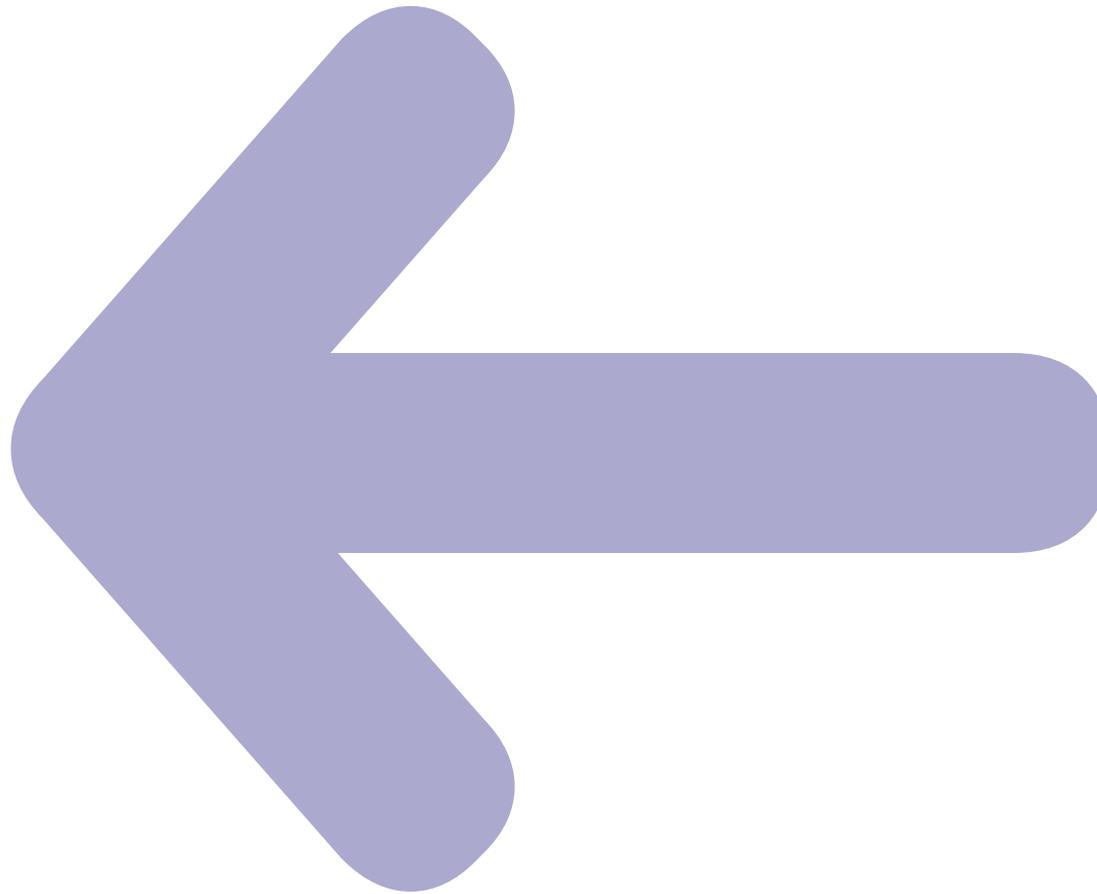
Need a booking



Need to make a booking



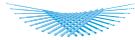
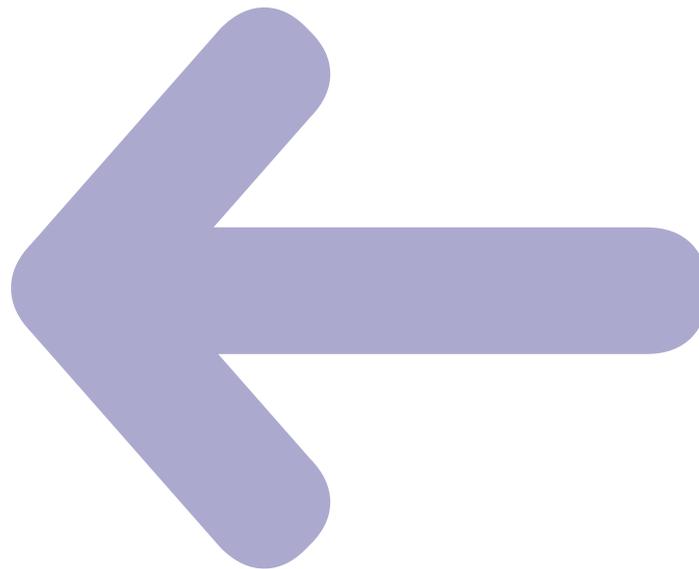
Already made a booking



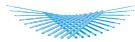
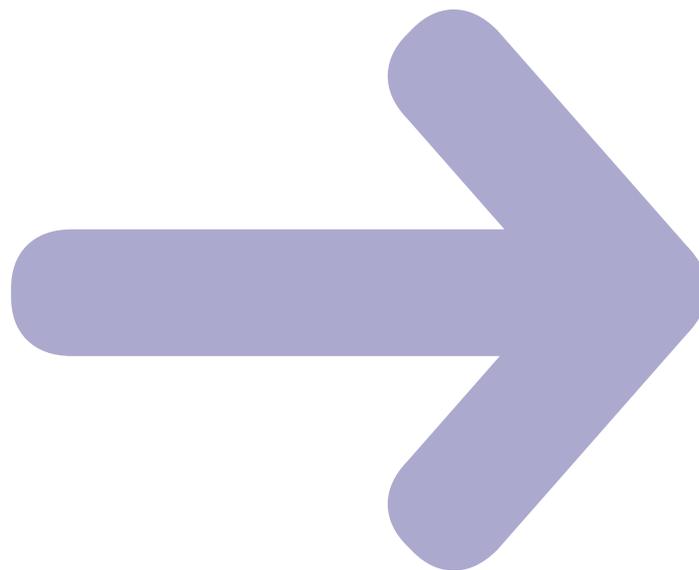
Vaccination Centre Parking Only



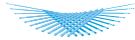
Vaccination Centre Parking



Vaccination Centre Parking



Vaccination Centre Parking before 6pm



Getting your COVID-19 Vaccine

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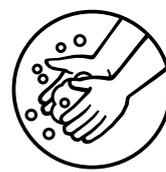
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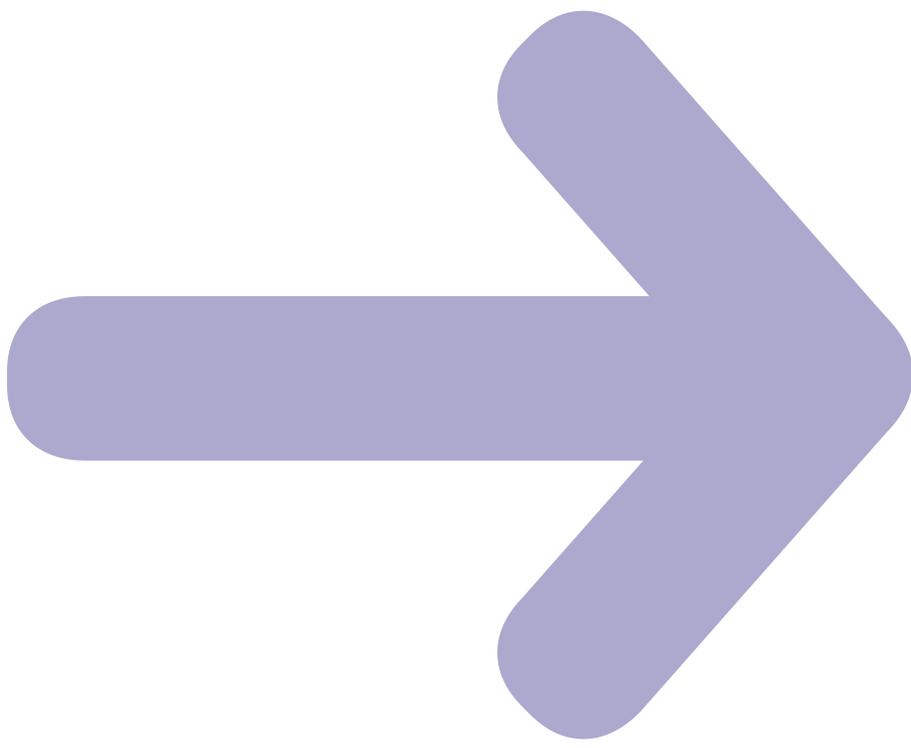
- Peer video, information sessions – dates
- Add websites

What should I do if there is an outbreak of COVID-19?

Even if you've received the vaccine, it's important everyone still helps each other by stopping the spread of the virus. You should wear a face mask, wash your hands with soap and get a COVID-19 test if you are feeling sick.



Bus this way



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Te Poari Hauora Ā Rohe O Te Tai Tokerau



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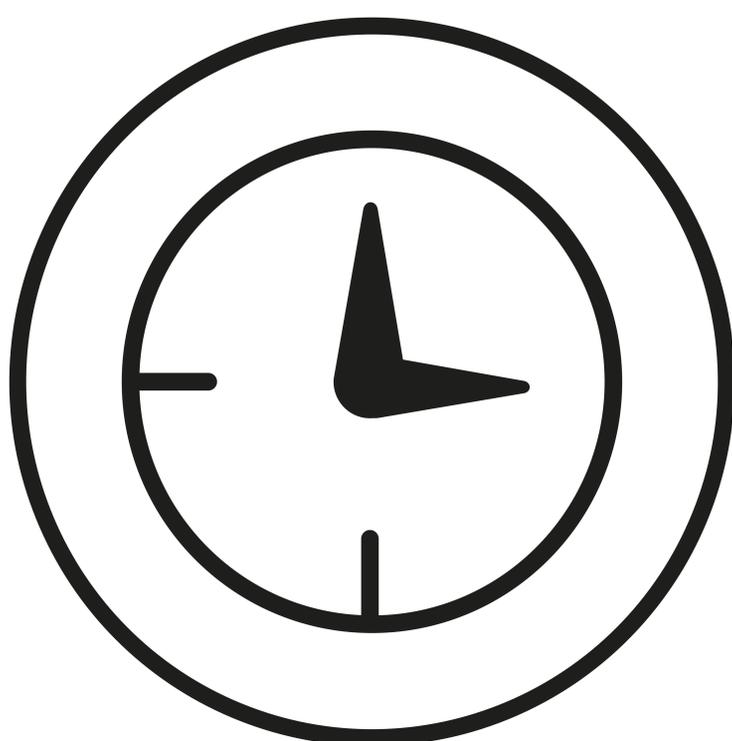


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Wait here



Unite against COVID-19

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HEALTH

Important things to know

After your COVID-19 vaccination

Like all medicines, the vaccine may cause side effects in some people. This is the body's normal response and shows the vaccine is working.

- Side effects are usually mild, don't last long and won't stop you from having the second dose or going about your daily life.
- Side effects may be more common after your second dose of the vaccine.
- Serious allergic reactions can occur but are extremely rare. New Zealand vaccinators are trained to manage these. Some side effects may temporarily affect the ability to drive or use machinery. In the unlikely event this happens, please discuss it with your employer.

- **If you are unsure about your symptoms or they get worse**, talk to your GP or call Healthline on 0800 358 5453.
- **If you have an immediate concern about your safety**, call 111 and make sure you tell them you've had a COVID-19 vaccination so that they can assess you properly.

- **If you experience symptoms that could be COVID-19 related**, such as new continuous cough, a high temperature/fever, or a loss of or change in your normal sense of taste or smell, stay home and get a COVID-19 test.
- **If you have an unexpected reaction to your COVID-19 vaccination**, your vaccinator or health professional should report it to the Centre for Adverse Reactions Monitoring (CARM). You can also report any unexpected reactions by using their online reporting form on the CARM website: otago.ac.nz/carm.

What you may feel	What can help	When this could start
Pain at the injection site, a headache and feeling tired and fatigued. These are the most commonly reported side effects.	Place a cold, wet cloth, or ice pack on the injection site for a short time. Do not rub or massage the injection site.	Within 6 to 24 hours
Muscle aches, feeling generally unwell, chills, fever, joint pain and nausea may also occur.	Rest and drink plenty of fluids. Paracetamol or ibuprofen can be taken, follow the manufacturer's instructions. Seek advice from your health professional if your symptoms worsen.	Within 6 to 48 hours

If you are feeling unwell at any point please alert a member of staff.



Vaccines help protect people of all ages against other infectious diseases too, like measles and flu.

Check that you and your whānau are up to date with your vaccinations by talking with your health provider.

Visit health.govt.nz/immunisation for more information.

You need to wait at least two weeks after your second dose of the COVID-19 vaccine before getting any other vaccines.

Vaccination Experience Survey

Please tell us about your experience today



Thank you for taking a few minutes to let us know about your vaccination experience today. The information you provide will help us improve our services.

The survey is anonymous, unless you would like to be contacted by our team (there is space for your details at the end).



Please take a photo for your reference.

If you want a paper copy of the above information, please collect as you exit.

Mass Vaccination Vodafone Events Centre

Car Park Pass

30, 31 July & 1 August

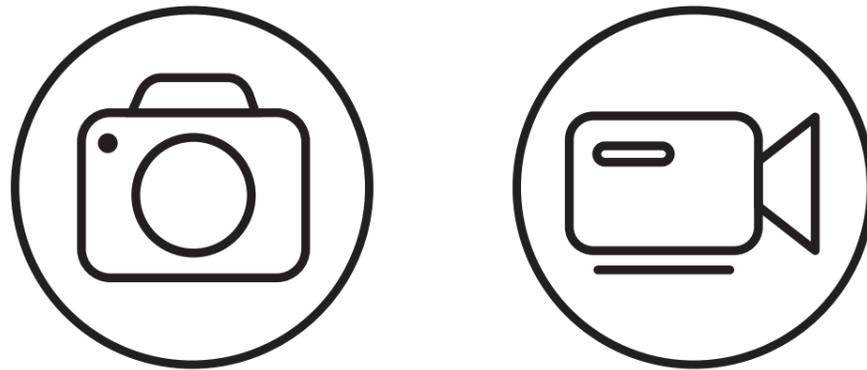
This must be placed on your dashboard and visible to security staff at all times

_____ of 350



Gate 3
770 Great South Road,
Manukau 2104

**Vodafone
Events Centre**



**As this is a public event please
be aware there may be media
onsite at various times.**

If you do not wish to be filmed or photographed please
be aware and let one of our staff members know.

Thank you Auckland

We've provided over 500,000 vaccinations in Auckland so far.

If you are in Groups 1, 2 and 3, you can book your COVID-19 vaccination now.



People invited to book so far include:

- Border/MIQ workers and their families
- Frontline healthcare workers
- All people 65 and over
- Older Māori and Pacific people and their whānau
- Disabled people and their carers
- People with underlying health conditions

Booking online

Click the link in your invitation to make a booking. The email will come from covid19@nationaltelehealthservice.co.nz and text from 8277.

Booking over the phone

If you are in one of these groups and haven't made your booking yet, you can also book over the phone by calling 0800 28 29 26.

Group 3 is a large group, and we are trying to vaccinate everyone as quickly as possible. Our vaccination centres are busy, so you will need to book in advance.

Thank you for helping to protect our whānau, community and country.

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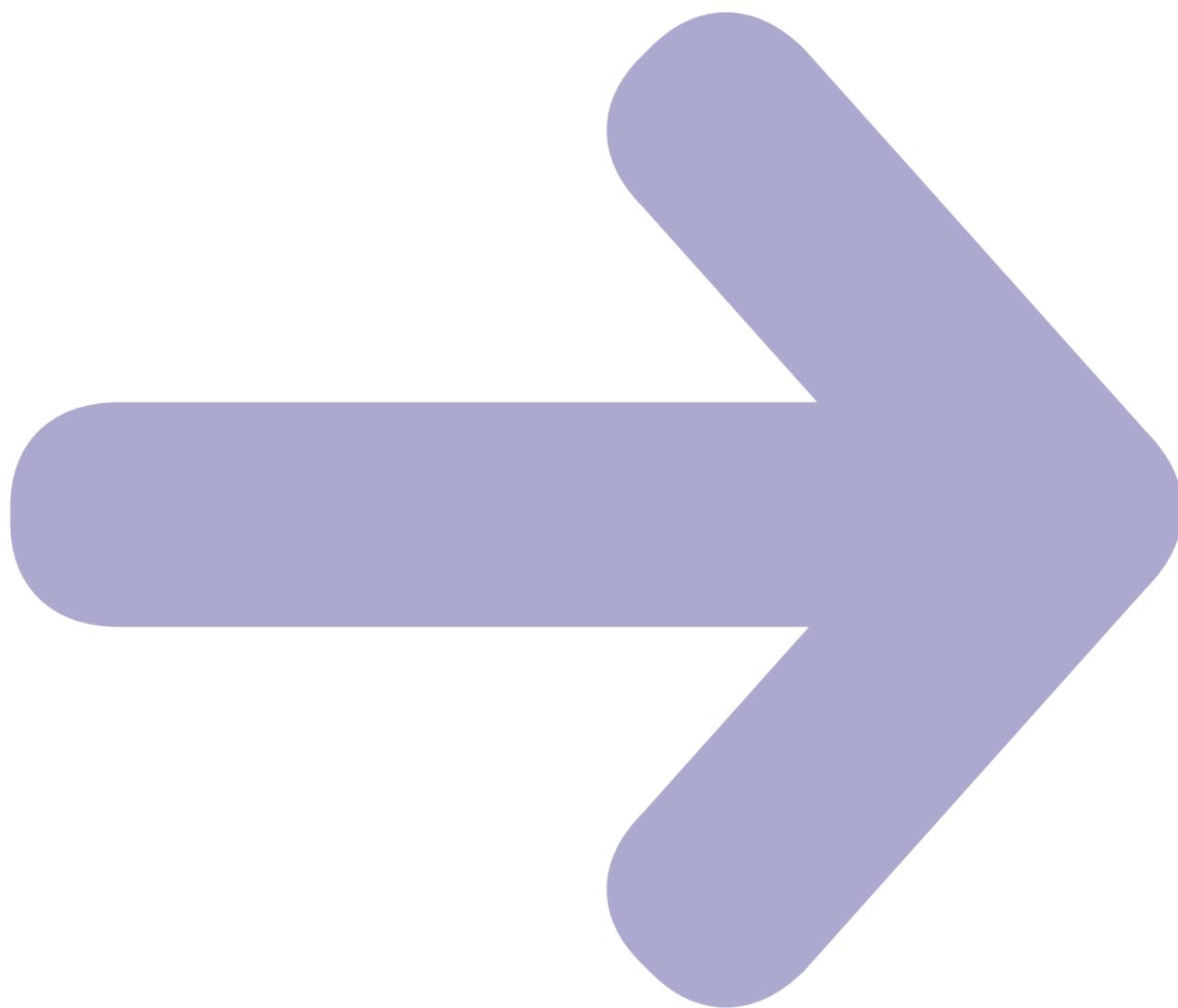
You can find more information at



immunisation.northernregion.health.nz or by

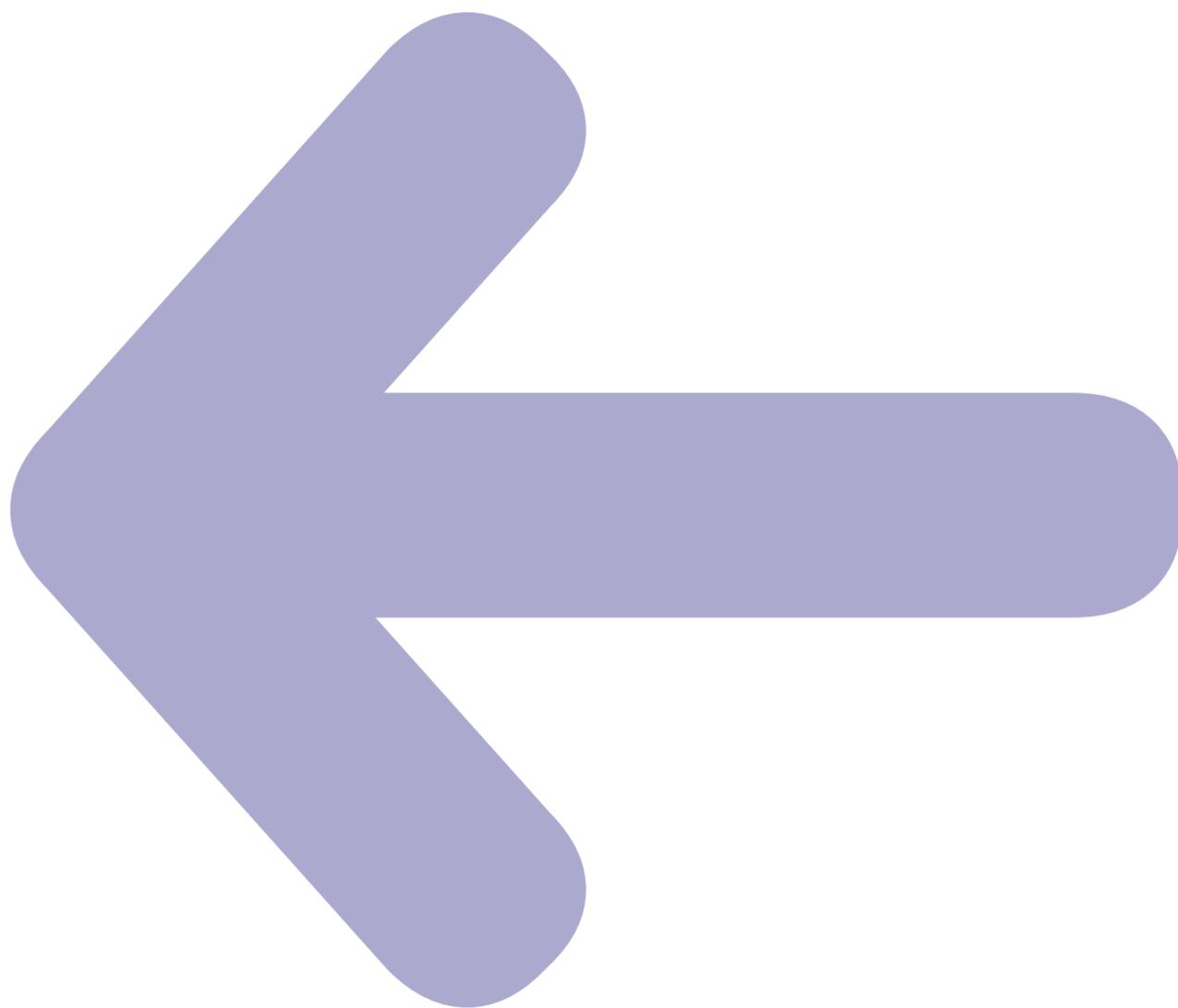
calling the Vaccination Helpline on 0800 28 29 26.
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MIT Atrium this way



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MIT Atrium this way



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COVID-19 Vaccination help protect our people

MIT is taking part in Auckland's first mass
vaccination against COVID-19.

You can get your first COVID-19
vaccination over the weekend of
30 July to 1 August.

All you need to do is book and turn up
at the MIT atrium in Manukau.

Check your email for your invite and
book your vaccine now. You can book
your whānau in too – so discuss with
them and book in the whole family
over 16 years' old

It's **FREE, QUICK &
EASY**, so let's get this
done MIT Whānau!



Drop-off and pick up only



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Vaccination Bus Stop

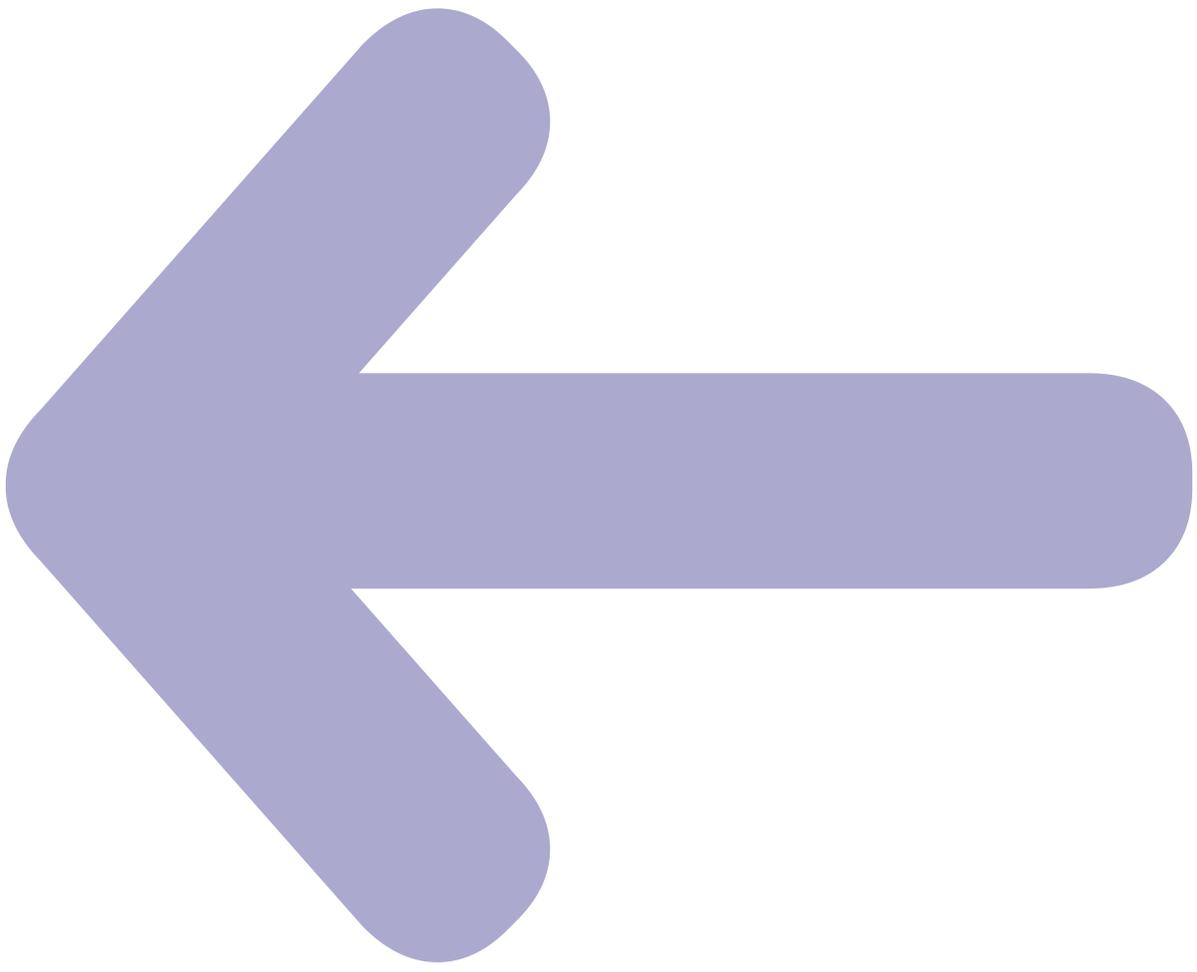
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Accessible Parking only



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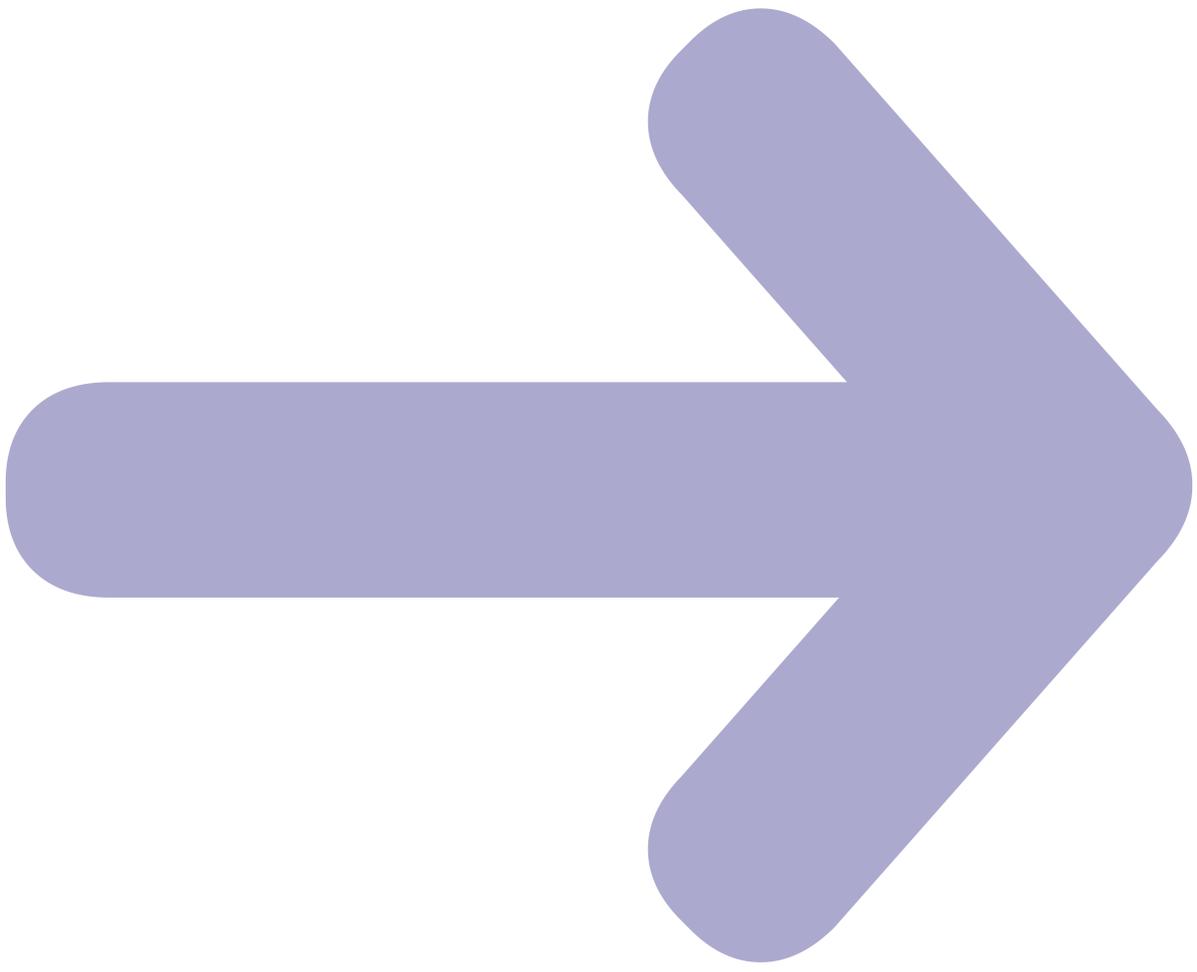


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Unite against COVID-19

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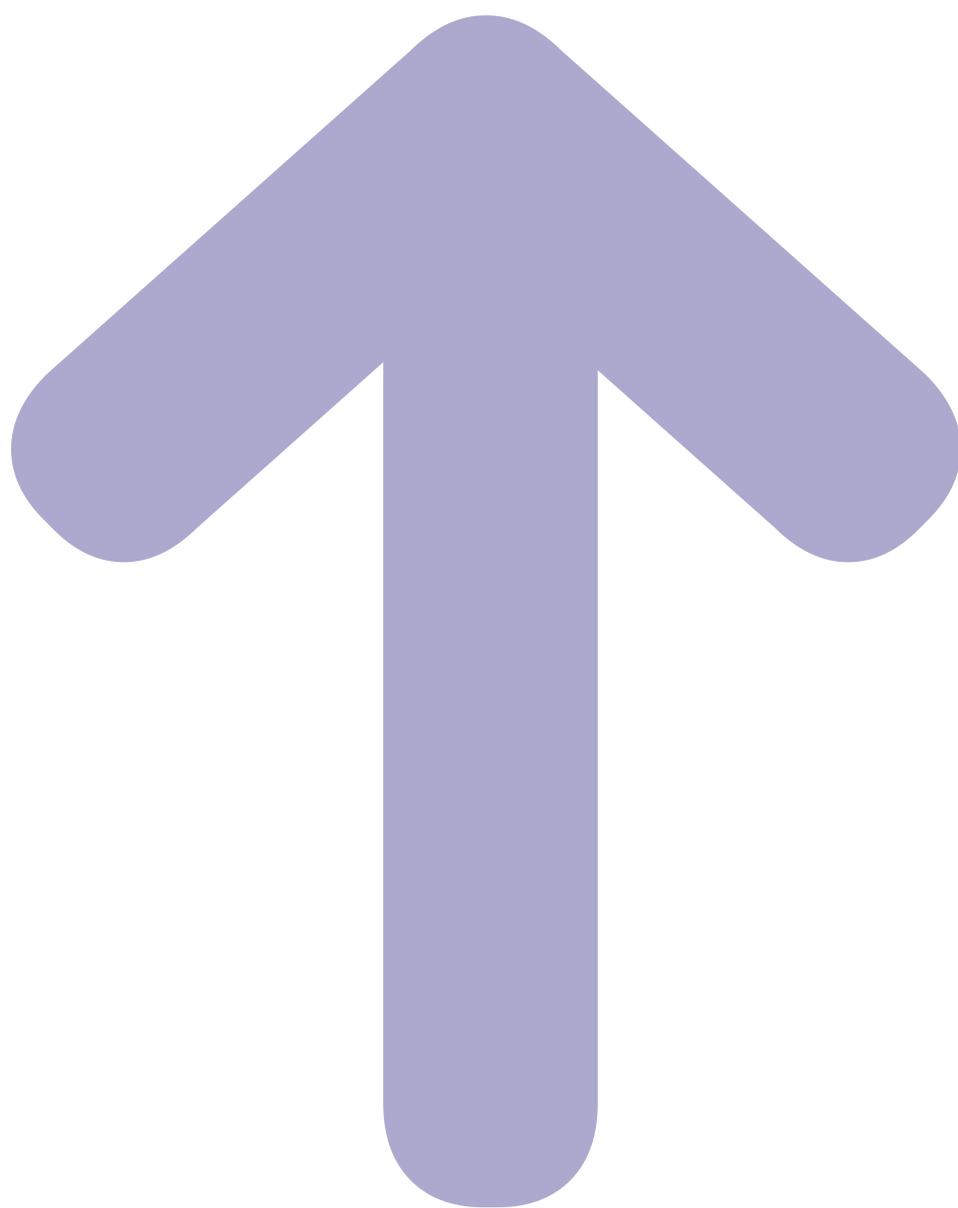


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Information Desk



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**COUNTIES
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HEALTH

Health Check Area



Wāhi Tirotiro Hauora

O le vaega e su'esu'eina ai lou soifua

'Ēlia Sivi Mo'ui Lelei

Te ngai ka akara ia Te maki

Matakavi ke tivi ai e tau malolo tino

I Wasewase ni jeke ni bula

Ut ne la noh Kel'āk se Tāku ma Nāsi

Ko nā Hiakiga i te Vāega o te Olamālōlō

Koga asiasi o te Ola'lei

Te tabo n tutuo

健康检查区

健康檢查區

स्वास्थ्य जाँच क्षेत्र

ਸਿਹਤ ਜਾਂਚ ਖੇਤਰ

lugar ng pagsusuri sa kalusugan

건강 체크 구역

健康チェックエリア

Khu vực Kiểm tra Sức khỏe

บริเวณตรวจเช็คสุขภาพ

Qaybta Baaritaanka Caafimaadka

صحت کی جانچ کا علاقہ

منطقة الفحص الصحي

منطقه ی چک کردن صحت

Área de control médico

Unite
against
COVID-19

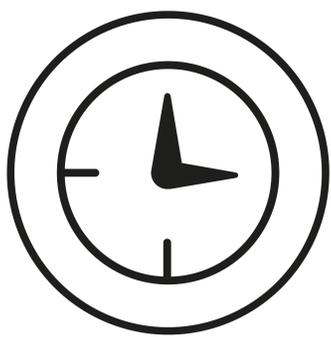
NORTHLAND DISTRICT
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Waiting Area



Wāhi Tatari

O le vaega e fa'atalitali ai

'Ēlia Talitali

Te ngai ka tiaki ei toou taime

Matakavi ke fakatali ai

Vanua ni wawa

Ut ne la noh Tātār se Tāku ma Nāsi

Kogāfenua Fakatalitali

Koga Fakatali

Te tabo n tataninga

等候区

等候區

प्रतीक्षा स्थल

ਉਡੀਕ ਖੇਤਰ

lugar ng hintayan

대기 구역

待合所

Khu vực Chờ đợi

บริเวณนี้คอย

Qaybta Sugitaanka

انتظار گاه

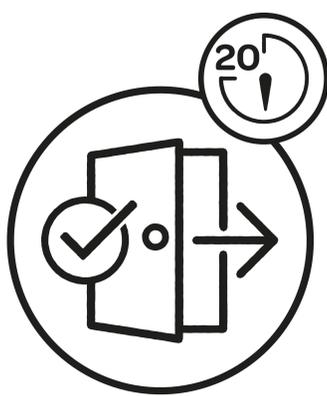
منطقة الانتظار

منطقه ی انتظار

Área de espera



Observation Area



Wāhi Matakiaki

O le vaega e fa'ataga ai le matamata

'Ēlia Tokanga'i

ka akakite mai Te taime e Te au maki

Matakavi ke onono ki ai

I Wasewase ni vakadidike

Ut ne la Noh Karau 'e Hāspet ta

Kogāfenua Iloiloga/Fakalogologo

Koga iloilo

Te tabo are kona tarataraki iai

观察区

觀察區

अवलोकन क्षेत्र

निगरानी घेउर

lugar ng pagmamasid (or pagmamatyag)

관찰 구역

經過觀察所

Khu vực Theo dõi

บริเวณสังเกตอาการ

Qaybta Kormeerka

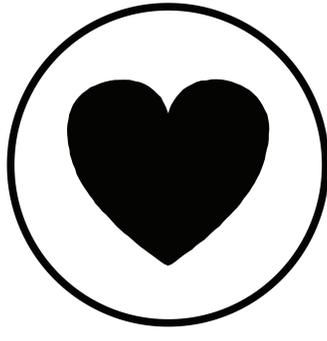
مشاہدہ کرنے کا علاقہ

منطقة الملاحظة

منطقه ی مراقبت/مشاهده

Área de observación

Welcome



Haere Mai

Afio Mai

Talitali fiefia

Kia orana

Fakaalofa atu

Ni Matavinaka mai

Mamasa

Ulu tonu mai

Ulufale mai

Mauri

欢迎

歡迎

स्वागत है

ਸਵਾਗਤ

Maligayang pagdating

환영 합니다

ようこそ

Xin chào

ຍິນດີຕ້ອນຮັບ

Soo dhawaada

خوش آمدید

أهلا بكم

خوش آمدید

Bienvenidos

Unite
against
COVID-19

Registration Area



Rohe Rehitatanga

O le mea e Resitala ai

Feitu'u lesisita

akara Te ngai ka retita ia

Matakavi ke fakamau ai e tau higoa

Vanua ni rejisita

Utut ne la fa'ia ma af'akia 'ou as ta

Fakamau tō igoa i kinei

Koga fakamau igoa

te tabo n kabae ara ao titiraki tabeua

登記区

登記區

पंजीकरण क्षेत्र

ਰਜਿਸਟਰੇਸ਼ਨ ਖੇਤਰ

Lugar ng pagpaparehistro

등록 지역

申し込みエリア

Khu vực đăng ký

บริเวณลงทะเบียน

Goobta diiwaangelinta

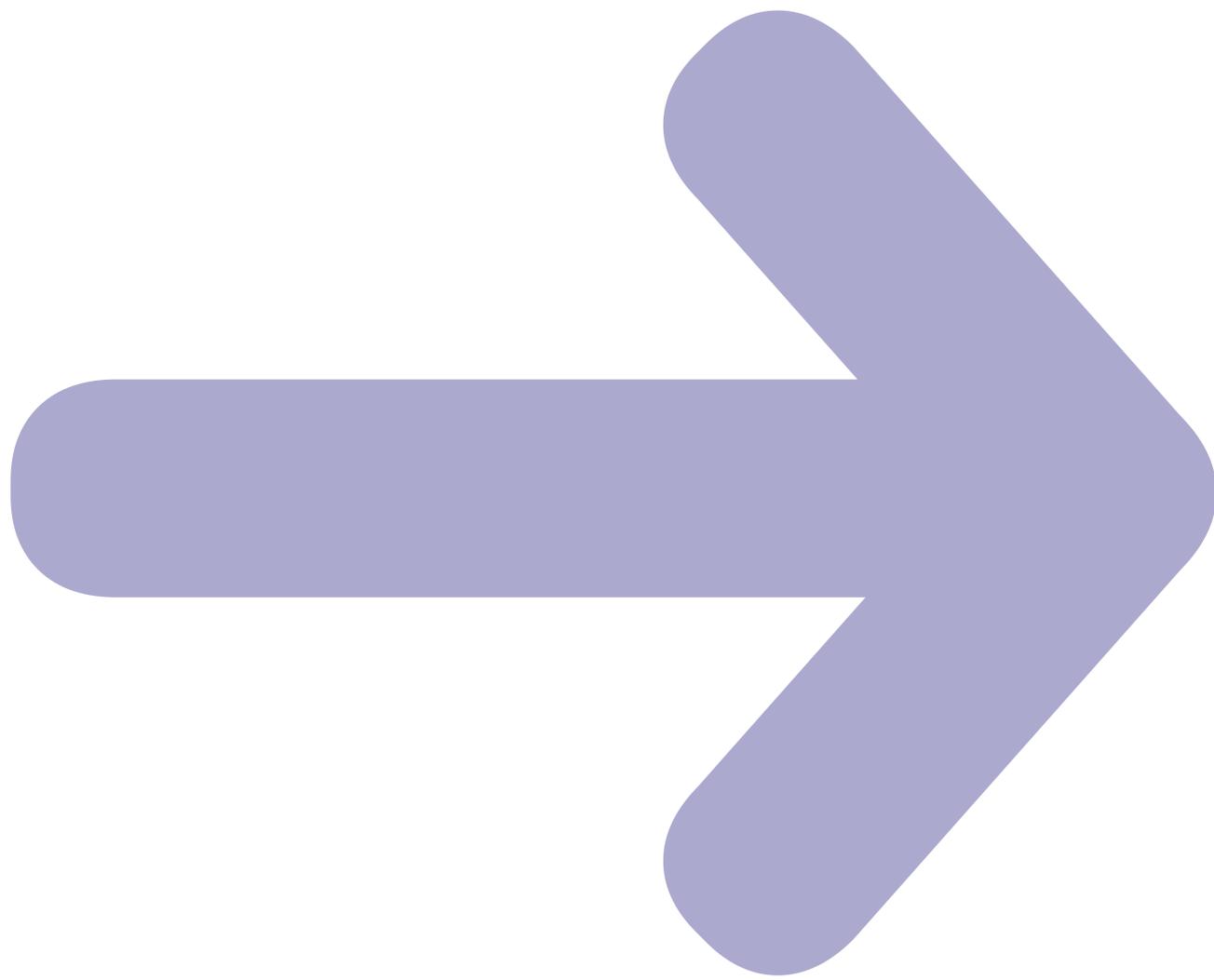
منطقة التسجيل

محل ثبت نام

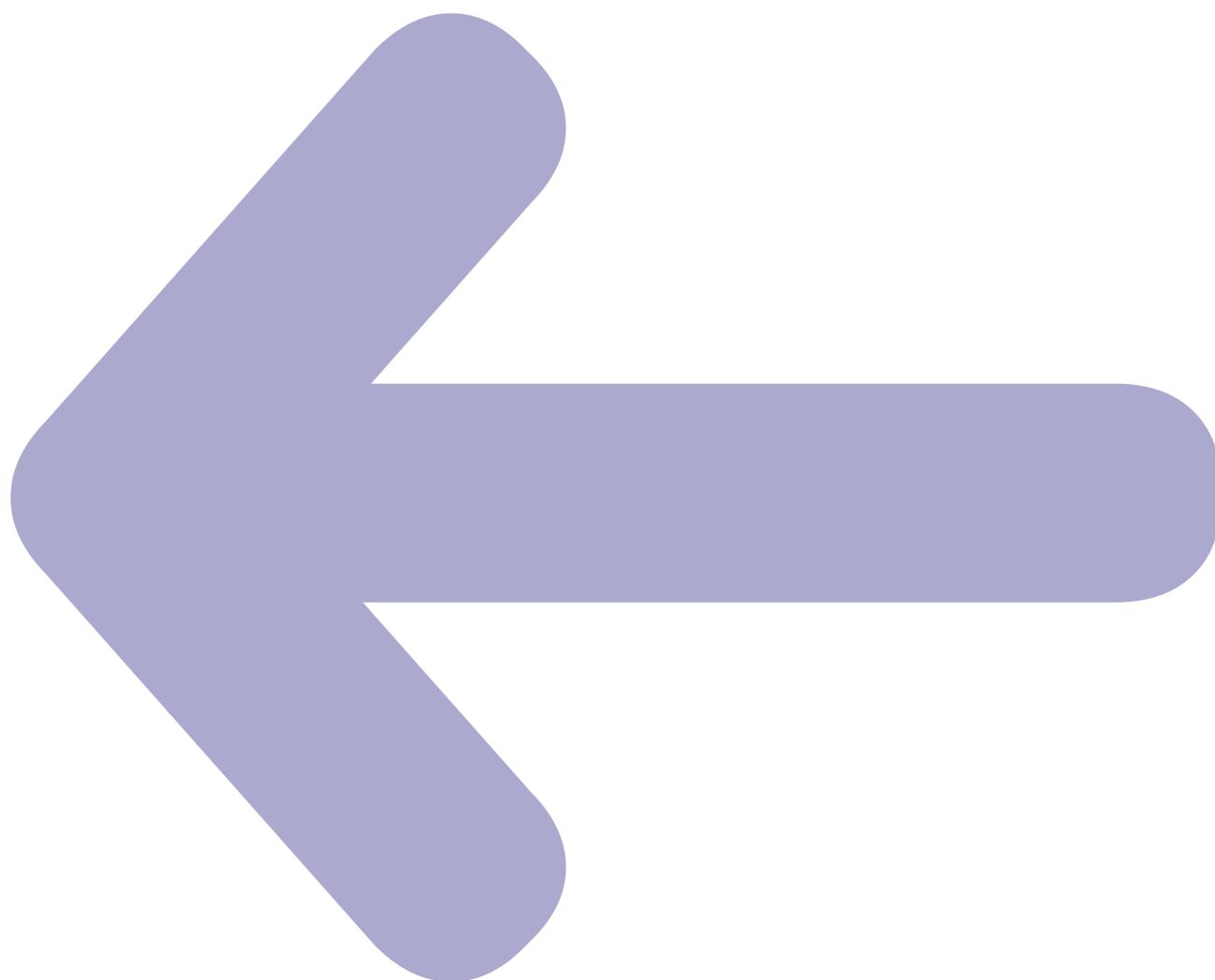
رجسٹریشن ایریا

Área de registro

Walkway to Vaccination Centre Carpark



Walkway to Vaccination Centre Carpark



It's your turn to be protected from COVID-19

We are bringing the vaccine team to you.



The COVID-19 vaccine is free, safe and easy to get.



Being vaccinated helps protect our community and whānau.

You can find out more about the COVID-19 vaccine by talking to your Case Worker.

It's your turn to be protected from COVID-19

The COVID-19 vaccine is free, safe and easy to get.

We can take you to a Vaccination Centre.



Talk to your support worker if you need support to access the vaccine



Millions of people across the world have had the vaccine. Being vaccinated helps protect our community and street whānau.

You can find out more about the COVID-19 vaccine by talking to your Case Worker.

Important things to know

COVID-19 vaccine: After your vaccination

Like all medicines, the vaccine may cause side effects in some people. This is the body's normal response and shows the vaccine is working.

- Side effects are usually mild, don't last long and won't stop you from having the second dose or going about your daily life.
- Side effects may be more common after your second dose of the vaccine.
- Serious allergic reactions can occur but are extremely rare. New Zealand vaccinators are trained to manage these. Some side effects may temporarily affect the ability to drive or use machinery. In the unlikely event this happens, please discuss it with your employer.
- **If you experience symptoms that could be COVID-19** related, such as new continuous cough, a high temperature/fever, or a loss of or change in your normal sense of taste or smell, stay home and get a COVID-19 test.
- **If you have an unexpected reaction to your COVID-19** vaccination, your vaccinator or health professional should report it to the Centre for Adverse Reactions Monitoring (CARM).
- You can also report any unexpected reactions by using their online reporting form on the CARM website: otago.ac.nz/carm.
- If you are unsure about your symptoms or they get worse, talk to your GP or call Healthline on 0800 358 5453.
- **If you have an immediate concern about your safety**, call 111 and make sure you tell them you've had a COVID-19 vaccination so that they can assess you properly.

What you may feel	What can help	When this could start
Pain at the injection site, a headache and feeling tired and fatigued. These are the most commonly reported side effects.	Place a cold, wet cloth, or ice pack on the injection site for a short time. Do not rub or massage the injection site.	Within 6 to 24 hours
Muscle aches, feeling generally unwell, chills, fever, joint pain and nausea may also occur.	Rest and drink plenty of fluids. Paracetamol or ibuprofen can be taken, follow the manufacturer's instructions. Seek advice from your health professional if your symptoms worsen.	Within 6 to 48 hours

Vaccines help protect people of all ages against other infectious diseases too, like measles and flu.

Check that you and your whānau are up to date with your vaccinations by talking with your health provider.

Visit health.govt.nz/immunisation for more information.

You need to wait at least two weeks after your second dose of the COVID-19 vaccine before getting any other vaccines.



Vaccination Experience Survey

Please tell us about your experience today

Thank you for taking a few minutes to let us know about your vaccination experience today. The information you provide will help us improve our services.

If you have something important to tell us that isn't covered by our survey, you'll have the chance to do this at the end of the survey.

You can do the survey online on your phone by scanning the QR code. We'd love to hear your feedback.

The survey is anonymous, unless you would like to be contacted by our team (there is space for your details at the end).

If you are feeling unwell at any point please alert a member of staff.

If you want a paper copy of the above information, please collect at the information booth in the foyer.

Please take a photo for your reference.



Providing the COVID-19 vaccination for disabled people and their carers



*Vaccination against the COVID-19 virus
for disabled people and their carers is a priority*

When can disabled people, and their carers, be vaccinated:

They can be vaccinated from June onwards. Everyone will receive a booking link to make an appointment by end of July from either their support provider or Taikura.

Those that have not received a booking link by the end of July are encouraged to contact the Vaccine Helpline to make a booking directly on 0800 28 29 26.



How disabled people, and their carers, can arrange to be vaccinated:

- 1.** Providers of support services will email disabled people, and their carers, with a booking link to make an appointment
- 2.** You can call our Vaccination Helpline on **0800 28 29 26** to make an appointment.
- 3.** You can contact your GP Clinic to see if they are offering the COVID-19 vaccine.



Where can disabled people, and their carers, be vaccinated:



1. At a Vaccination Centre

- a. We have conducted accessibility audits at all Vaccination Centres, and will have information on our website immunisation.northernregion.health.nz soon showing the accessibility of each Centre so you can select the Centre that suits you best when making an appointment.
- b. Each Centre has support for people who deaf or have hearing impairment and support staff if you need any personal assistance. Just tell the people at the registration desk what support you need.



2. At a GP Clinic or Pharmacy

- a. Some GPs and pharmacies are offering the COVID-19 vaccinations. You can see if your GP or local pharmacy is offering the COVID-19 vaccination by checking www.healthpoint.co.nz

In some cases, people may be unable to leave home to have their vaccination.

In these cases, please contact
Vaccination Helpline on **0800 28 29 26**
to register your details.

We are still exploring the best way to reach out to this vulnerable sector of the community.



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Auckland District Health Board, Private Bag 92189,
Auckland Mail Centre, Auckland 1142

New Zealand
Permit No. 2665



Unite
against
COVID-19

**This COVID-19 Vaccination Centre
is currently accepting booked appointments:**

**Monday – Sunday
8.30am – 3.30pm**

We have tried to contact people who have appointments
outside these hours to reschedule.

To reschedule your appointment, please call

0800 28 29 26

We apologise for any inconvenience